How to Request Access

The *Knox County Career Center* is now taking facility requests online through our CommunityUse calendar and request system. You can enroll online and enter requests for after-hours facility usage by following these simple steps.

Go to [https://www.communityuse.com/SOA.NET/Controllers/PageController.aspx?productid=MC&page id=CalendarMonth](https://www.communityuse.com/SOA.NET/Controllers/PageController.aspx?productid=MC&page id=CalendarMonth)

Before you can request use of the KCCC buildings, you must first register your organization.
1) Click on Login in to Request Facility Use at the top right of the screen.

![Login page](image)

Click on **Create One**, just above Email Address.

![Create One](image)

Read and agree to the terms and conditions.

![Terms and Conditions](image)
Check the Box, and Click Agree and Register.* You can access an easier to read agreement under the documents tab, clicking Print Agreement here is not recommended.

You will then be asked to complete the following Personal Profile Form. Click Save and Next once you’ve filled in all required fields marked with an orange vertical line.

On the Request Organization page you can request to be an OEC for one or more Organizations. Simply fill in the required fields and click “Add Organization”.
You will then see the message Pending next to the requested Organization.

Once you’ve added all of the Organizations you would like to submit requests for, click “Save & Next”

On the final page, confirm the information and click Submit Requests.

An email will go to the districts FSDirect Administrator who will review your request and make sure you are associated with the correct Organization(s) in their master list.

You should receive email confirmation of your request. You will receive additional notifications letting you know if your request was accepted or declined.

If your registration is accepted, you can return to the CommunityUse login page and login to begin requesting facility usage.

**How to Login and Submit a Request**

At the top of the page, you’ll see a link to Login to Request Facility Use. Click here to login.
If you have already registered, enter your login name and password into the form and click Login:

When you login, you will start on the Home tab. Here you can view the calendar. If no events are showing, be sure you have a Location selected. Anytime you make a filter choice on the Calendar, be sure to click the Filter button.
You will also see some tabs at the top of the page. To begin making a request choose Request Facility Use:

Note: If this is your first time making a request through CommunityUse, you will be asked to read the terms and conditions that the district provides. You will also be asked to verify that you agree to these terms each time you submit a request.

You have two forms to choose from when submitting a request.

1. The Normal Schedule Form is the easier to use. It will allow you to request up to 20 events at one time. All of your events should be in the same room(s) at the same time over different days.
2. The Recurring Schedule form will allow even more events. You can choose up to 100 events with this form, and the events should be in the same room(s) at the same time over different days – and these days will happen on a recurring basis (e.g. every Monday and Wednesday for a month, or every Sunday for a year, etc.)
Let’s start with a **Normal Schedule**.

You will be asked to fill in some required fields. These are indicated with an orange vertical line.

You can also ‘hide’ sections of the page by clicking on the icon. You can use this feature to help minimize scrolling and to keep track of sections of the request page you have already completed. The icon allows you to jump to different sections of the page.

1. After you’ve entered your Event Title,
2. You will be asked to choose a Location & Room. You can select up to 50 rooms by using the CTRL key to highlight your choices.
3. You can enter the Event Date by typing in the date, or clicking on it from the calendar.
4. Then enter your event time. Times must be in 15 minute increments, so be sure to enter the broadest range of time required to accommodate your event.

5. You are **required**

This feature will look for conflicts with events that have already been approved on the calendar. Your requested rooms will show at the top, and the time frame you’ve requested will show in a yellowish color. If you see a **black or red X** in the box – there is already an event scheduled at that time. The
system **will** allow you to proceed with entering your request even when a conflict is present. This will likely slow the processing time of your request, and may result in the request being declined based on district policy. Please consult the district or educational institution on their policies regarding double booking.

For a **Recurring Schedule** follow the same steps as above with the exception of entering dates. The date range field will look like this:
Recurrence Patterns:

- **Daily** – this is every day in the date range including weekdays and weekends
- **Weekly** – Use this for meetings on specific days of the week. Choose Recur every “1” week for your weekly meetings and then choose the day of the week as well
- **Monthly** – You can have a meeting on a specific date (like the 15\(^{th}\)) of each month, or you can choose the second option which allows you to choose a floating date like the Second Weekday of Every 1 month. Choosing every 3 months would be a quarterly meeting and every 6 months for bi-annual meetings, etc.

Next you will select your **Organization**. Only the organization(s) you’ve been approved for will show in the list. You will be able to see ALL contacts with that group.

Setup Requirements and Rental Requests:
If your organization has Setup Requirement enabled, you will be able to request special services. Simply check the box and then you can enter detailed setup information in the box. Some services may be limited to district use. There may be fees associated with some services.

Look under the Help tab and contact your district liaison for more information on services, availability and cost.

![Event Information Form](image)
Event Information

1. **Total Attending** - Enter the approx. number attending
2. **Yes, please display events on the community calendar** – leave this box checked unless the district indicates otherwise.
3. **Other Needs** - Additional information about your request can be entered here. If you have Setup Requirements enabled, it is recommended that as much information be put in those fields as possible.
4. **Signature/Terms & Conditions** - this is your Email address that you logged in with. It will need to match *exactly* and is case sensitive. You are also asked to confirm that you have read the Terms and Conditions. You can click the words ‘terms and conditions’ to review the district policy info.
5. **Submit** - After you have completed all required fields, entered your email signature and agreed to the Terms and Conditions, click “Submit” to enter your request.

If your request was successfully entered, the webpage will reload and you will see a message like this: **Schedule #11111 has been saved!**

You should also receive an email notification confirming your request was received. Save this email and refer to the Schedule ID number should you have any questions or need to make any changes.

Please allow an appropriate amount of time for the request to be processed by the district. If you have any questions, refer to the Help tab for district contact information.
The My Organizations Tab:

You can come here to review the Organization(s) that you have been approved to submit request for.

Clicking the Organization Name will take you to the Organization Information page, where you can verify Address and other important information including Insurance Information. Please contact your CommunityUse administrator if any of the information is inaccurate or out of date to have this updated.
The My Settings Tab:

You can come here to update your personal contact information or reset your password.

Be sure to click Submit to save any changes.

Thank you for using the CommunityUse site to submit your online requests. Refer to the Help tab for contact information should you have any questions.